



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources

AREA/DEPT: ICT Department

FAU:

SECTION: ICT Services - Core Services Team

JOB TITLE: **CST ADMINISTRATOR**

REPORTS TO: CST Applications Manager

CURRENT RANK/GRADE: **F**

DATE: November 2022

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....?)

To provide specialist functional and technical support for all users, to provide guidance and advise them in the use of the force's ICT applications. To report on all request, incident and problem resolution activities. To assist in the development and roll-out of new application functionality across the force's Core ICT systems

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Design and configure front end functionality, security profiles, user accounts, access controls, general administration and reporting tools to enable users to perform their duties effectively and efficiently.
- b) Support operational activities through effective incident and problem resolution to minimise disruption to the end user. Log and report all support activities so that user problems are seen to be resolved and personal and team performance can be measured.
- c) Accept and register user requests in accordance with standard support procedures so that a full and proper response can be delivered, monitored, and measured.
- d) Develop strong working relationships with system(s) owners, customer departments, Project Teams, 3rd party suppliers and other Forces to develop the force's Core ICT Systems in line with the force's strategic objectives and priorities.

- e) Develop and maintain a knowledge base library of system administrative tasks to build role resilience and user guidance documentation to drive self-service and user adoption.
- f) Provide effective communication and a cohesive working relationship with the IT supply chain to maximise system availability and benefits by assisting with system development, system upgrades and resolving incidents and problems.
- g) Ensure effective daily management of interfaces from ICT Core Systems ensuring these data interfaces are monitored and to investigate and fix any issues. Liaising and advising both users and ICT staff on data protection and information security issues arising from the transfer and use of such data in other Force IT systems.
- h) Manage and perform thorough testing of new developments, fault resolutions, patch releases and upgrades to ensure accurate functionality and optimise effective system use.
- i) Schedule work time and activities to the priorities set by the ICT Core Services Team Applications Manager so that a balanced response to users can be delivered by the team.
- j) Advise and assist users in a responsive, courteous and diplomatic manner so that users will recognise that incidents and problems are being addressed quickly and professionally.
- k) Maintain knowledge and awareness of developments in ICT Core Systems and emerging technologies.
- l) Be accountable for all Health and Safety issues, including risk assessment, pertaining to the post holder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.
- m) Undertake all responsibilities relating to information management, data quality and information sharing, intelligence and information security to ensure accordance with the Authorised Professional Practice (APP) on Information Management, issued by the College of Policing.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

The postholder should be educated to HND or equivalent in Computer Studies or a closely related subject or alternatively should have substantial practical experience in a similar post in a medium to large user environment with a detailed functional understanding of ICT systems. Experience of advising users on the operation, functionality, and the limitations of applications is also required.

The postholder requires technical and functional knowledge with experience of applications and software used by the Force. These will include but not limited to Enterprise Resource Planning (ERP), Duty Management (DMS), productivity tools (M365) and specific operational applications.

Sound understanding of MS Office applications (Word, Excel, PowerPoint, etc.), M365 and Service Management tools.

A logical and analytical approach to fault diagnosing is required to ensure an effective service is provided to users.

Self-motivated to manage own schedule with ability to carry out support tasks and good administrative abilities to log and report activities.

A detailed knowledge of performance management criteria and techniques to evaluate and make recommendations in relation to best practice.

The ability to be able to communicate (both oral and written) confidently and effectively with individuals at all levels within the organisation and externally on technical and functional issues including the provision of recommendations and solutions.

The ability to analyse specific business requirements and where appropriate use the specialist knowledge obtained to influence and recommend functional, procedural and technical solutions to capture data and report accordingly.

A technical and expert knowledge of information handling and use of audit techniques and related functionality to monitor compliance in line with relevant legislation and policies.

The post holder should possess excellent inter-personal skills to ensure that the interests and objectives of Merseyside Police are supported when working with customers and suppliers.

Good customer care with a professional approach and courteous manner. Ability to ascertain information from users and provide users with advice regarding resolutions of problems.

Significant experience of:

- Undertaking and co-ordinating activities in support of business-critical systems.
- Working with systems which interface with others or have several modules and the business/functional issues this can bring.
- User acceptance testing activities.
- Working within a change process.
- Working within the ITIL framework.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

(a) *Supervisory responsibilities:*

The postholder has no direct reports but may be called upon to supervise the activities of external service providers or product testing teams.

(b) *Supervision Received:*

The postholder reports to the ICT CST Applications Manager who will set priorities, tasks and schedules on a weekly basis. The specialist nature of the role dictates that the postholder must be able to operate with a high level of autonomy. They must be able to act upon their own initiative, prioritise and must possess the requisite technical knowledge and experience of procedures and systems to suggest solutions to problems relating to the systems and associated business processes.

(c) *Other Contacts:*

(i) *Within Merseyside Police:*

Contact with managers and staff across the force to facilitate an effective service provision.

Contact with ICT technical support staff to provide specialist functional expertise of various Systems and their functionality.

Contact with key stakeholders, senior managers and teams across portfolios, to facilitate an effective service delivery.

(ii) *Outside Merseyside Police:*

Regular contact with suppliers of services and software.

Regular contact with other police forces and service providers.

The post-holder will be representing the force at regional and national user group meetings and workshops.

5. CONTEXT:

(a) *Operating Environment:* (Services provided, work patterns, who are the customers).

Postholder works within Force Flexitime Scheme however must be flexible to meet the requirements of the department and its customers.

The main aspect of the work is to be the co-ordinator for ongoing design, administration, support and development of the force's Core Systems constant liaison with the business.

Primary customers are designated users of the systems, which includes every employee in the Force, but also includes secondary customers who are not designated users of the systems but require management information and procedural advice to be able to make informed decisions

(b) *Framework and Boundaries:* (Policies and procedures which affect you and how these can be changed).

ITIL procedures are well defined and follow strict guidelines encompassing the receipt, acceptance, acknowledgement and fulfilment of a user request, but the response to incidents and service requests can be extremely varied and we rely upon the judgement of the CST Systems Administrator to manage each response in a professional and thorough manner.

Weekly schedules and priorities will be set by the CST Applications Manager and ICT Services Manager with the postholder free to determine priorities within these boundaries.

Postholders must comply with Force Policies and Procedures and Health and Safety Guidelines.

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

The postholder has no direct reports.

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: The role only has a financial impact on Force operations when done badly. The failure to respond to or correct a problem will impact upon the performance of the user

Staff: The postholder has no direct reports

Other: Failure to comply with the force policies, procedure and legislation could lead to litigation cases being brought against the Chief Constable

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

The main challenges facing the CST System Administrator are:-

A challenging aspect of this role will be to contribute to the creation of an environment whereby cohesive working practices and an ethos of mutual support is the norm. This can be achieved through collaborative working relationships with key stakeholders, subject matter experts, customer departments and software suppliers.

To be recognised as a point of excellence within the Force in terms of application support functionality and enabling organisation change.

Ensuring complete user satisfaction during and after the resolution of a problem or changing and updating functionality.

Managing time and priorities to cope with scheduled tasks.

Staying in touch with a wide range of rapidly advancing technologies.

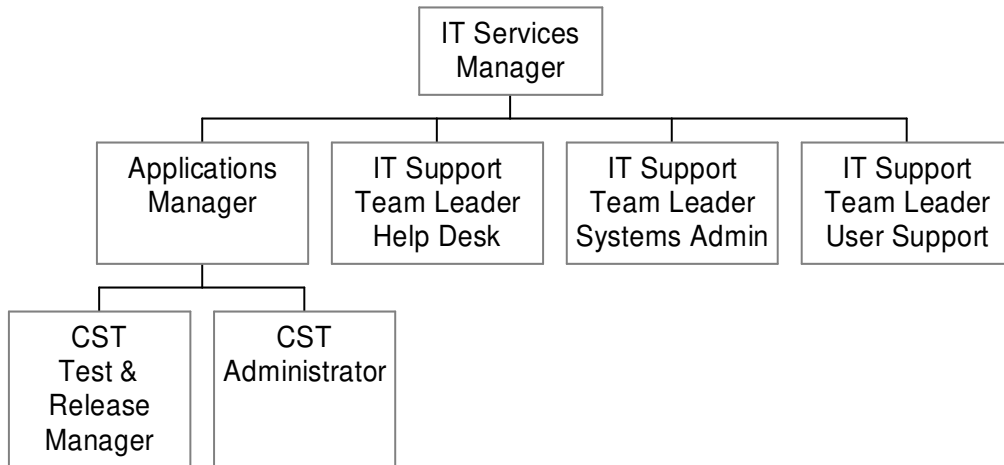
Managing user resistance to change.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn